

Members

Sen. Brent Steele, Chairperson
Sen. Dennis Kruse
Sen. Gary Dillon
Sen. Allie Craycraft
Sen. Earline Rogers
Sen. Connie Sipes
Rep. Cleo Duncan, Vice-Chairperson
Rep. Thomas Saunders
Rep. Eric Turner
Rep. John Aguilera
Rep. Terri Austin
Rep. Charlie Brown



INTERIM COMMITTEE ON MOTOR VEHICLE ISSUES

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Authority: Legislative Council Resolution 05-01

MEETING MINUTES¹

Meeting Date: August 30, 2005
Meeting Time: 1:00 P.M.
Meeting Place: State House, 200 W. Washington St.,
Senate Chamber
Meeting City: Indianapolis, Indiana
Meeting Number: 2

Members Present: Sen. Brent Steele, Chairperson; Sen. Allie Craycraft; Sen. Earline Rogers; Rep. Cleo Duncan, Vice-Chairperson; Rep. Thomas Saunders; Rep. John Aguilera; Rep. Terri Austin; Rep. Charlie Brown.

Members Absent: Sen. Dennis Kruse; Sen. Gary Dillon; Sen. Connie Sipes; Rep. Eric Turner.

Senator Brent Steele, Chair, called the meeting to order at 1:09 p.m. He requested that Committee members introduce themselves.

Senator Steele called upon Mr. Joel Silverman, Commissioner of the Bureau of Motor Vehicles (BMV). In his Power Point presentation, Mr. Silverman addressed the State Tracking and Record Support System (STARS). Exhibit 1 (IS 21-STARS System Tracking and Record Support, Legislative Study Committee, August 30, 2005) contains Mr. Silverman's presentation. The following table outlines the costs of STARS.

¹ Exhibits and other materials referenced in these minutes can be inspected and copied in the Legislative Information Center in Room 230 of the State House in Indianapolis, Indiana. Requests for copies may be mailed to the Legislative Information Center, Legislative Services Agency, 200 West Washington Street, Indianapolis, IN 46204-2789. A fee of \$0.15 per page and mailing costs will be charged for copies. These minutes are also available on the Internet at the General Assembly homepage. The URL address of the General Assembly homepage is <http://www.ai.org/legislative/>. No fee is charged for viewing, downloading, or printing minutes from the Internet.

Development	\$30.2 M
Hardware Upgrades	\$ 2.2 M
Remaining Development	\$ 0.2 M
Warranty and Support	<u>\$ 1.8 M</u>
TOTAL	\$34.4 M

Mr. Silverman said that in January of 2005, Seymour was the only branch on STARS. To date there are 92 branches on the system. Mr. Silverman said that the new system is a Windows format, while the Branch Operating Support System (BOSS) was a mainframe system.

In further discussion of STARS and the BOSS systems, Mr. Silverman said that the old technology (mainframe) was not sustainable and that there were programming issues with the old system. Mr. Silverman said that the old system would need replacing eventually. In response to a question from the Chair as to why the database server was too small to begin with, Mr. Silverman said that he did not know what computer power Microsoft made in its initial recommendation. A discussion followed on who is responsible for correcting the errors in the system.

The Committee and Mr. Silverman engaged in a discussion of the branches and cost effectiveness and decisions impacting operations.

Representative Brown asked Mr. Silverman about his comment at a meeting in Gary when Mr. Silverman referred to the "city mentality" regarding the closure of the Gary license branch. Mr. Silverman said the license branch operations are county-based.

The Committee and Mr. Silverman engaged in a discussion of executive/legislative partnerships and the early termination of the Gary license branch lease. In addition, the Committee and Mr. Silverman engaged in a discussion of courtesy extended to legislators, along with the theory of government and the Gary license branch lease vs. the Crown Point license branch lease.

Senator Craycraft asked about the measurement of efficiency. He also wanted to know what factors were used in the closure of the South Side Muncie branch. Mr. Silverman responded by saying that the lease was up and the landlord wanted more money.

Representative Saunders led a discussion about communication and notification by the executive branch to the legislative branch. He also inquired about the Henry County Wheel Tax and the appropriate distributions of the tax to the respective taxing units.

In addition, Representative Saunders asked about state employees who were let go and replaced with former Galyans employees. Mr. Silverman said that he needed employees to create a customer service culture, have model behavior, and have requisite skills. Mr. Silverman's Power Point presentation on the hiring practices of the BMV with regard to former Galyans employees can be found in Exhibit 2 (Employee Comparison, Legislative Study Committee, August 30, 2005). Mr. Silverman said that currently there are 24 former Galyans employees, with 14 of them filling vacant positions and 10 replacing other people. He added that of the ten replacing other people, five of them were in the IT area, four were in program operations, and one was Mr. Silverman's administrative assistant.

Senator Rogers told the Committee that she will introduce legislation in the next session requiring Senate confirmation of gubernatorial appointments. Commenting about the closing of the Gary branch, Mr. Silverman said that the new branch will be located in the Edgewater

Systems for Balanced Living building on 5th Avenue and Polk. He said that one employee will staff the 200-square-foot branch, which will offer only basic driver's license and identification card services. Representative Brown echoed Senator Rogers in saying that the House of Representatives also should vote on gubernatorial appointments. In response to a question from Representative Saunders, Mr. Silverman said that relocation of employees were offered to all who were terminated.

Representative Aguilera inquired about the Request For Proposal (RFP) process for mail centers. Mr. Silverman said that there have been 58 responses thus far. Representative Saunders asked if communities could put proposals together to become a mail center. Mr. Silverman said yes they could.

Senator Steele inquired about who drafts the real estate leases from the BMV. Mr. Silverman said that he was not certain who drafted the leases. In response to another question from the Chair, Mr. Silverman said that the STARS system remains good. It is not an off-the-shelf system. It is a specialty system.

In response to a question from Representative Brown, Mr. Silverman said that state troopers have been at all the public hearings.

Senator Steele called upon Mr. Steve Baranyk, former Chair of the Government Efficiency Commission's Sub-Committee on Public Safety and current Co-Chair of the Government Efficiency Commission. Mr. Baranyk told the Committee that from his experience last year that Indiana state government must look to accountability for results and appreciate management principles.

No meeting date was set for the next meeting. The Chair adjourned the meeting at 3:02 p.m.